



February 7, 2014

To Whom it may concern:

After meeting Grace Markum of High Impact2 this past December at a business Christmas party, we engaged Grace to help us review our website and its perceptions by our potential clients and guests. We also engaged her to provide an overview of our "Front Desk" operations and develop an employee training program tailored to our specific needs. Now, after the completion of both projects, I am confident in recommending her services. Both projects involved a lot of thought based in much experience invested by Grace. When I look at my own website I often "cannot see the forest for the trees." Grace has the ability to see our offering through the potential customer's eyes and combine that with her considerable knowledge and experience in hospitality. Her suggestions were very helpful to us to improve our web presence and our success.

Our front desk staff are all wonderful individuals with the best intentions in their hearts. The training program was built by spending some time with them, watching them in action and developing a training program that combines our unique business needs with the personalities of our staff. Her training presentation had many facets. All were graphic, interactive and comfortable and fun for the staff participation. In our case, she used a "Think Outside The Box" idea with props that drove her lessons home to the staff in a way that was both interesting and enjoyable. We broke out into small role playing sessions that were fun and productive and within the comfort zone of the staff. I consider this training to a success and I am confident in recommending High Image2 to any business that has similar needs.

If you wish to speak with me directly, you may call my cell: 724-454-6991.

Respectfully,

Tom Guiher, President